

Division of State Service Centers



Access to services for those who are vulnerable and most at-risk

ISSUE STATEMENT:

Nearly one in four families in Delaware (23%) is low-income (defined as at or below 200% of poverty). Many of these families are, at one time or another, challenged to meet basic needs. DSSC seeks to ensure the health, safety, and well-being of individuals and families by providing emergency services directly, as well as by ensuring that the services provided through state service centers support the needs of at-risk individuals and families.

GOAL:

- ◆ Target and provide services and resources to those individuals and families in greatest need

KEY OBJECTIVES:

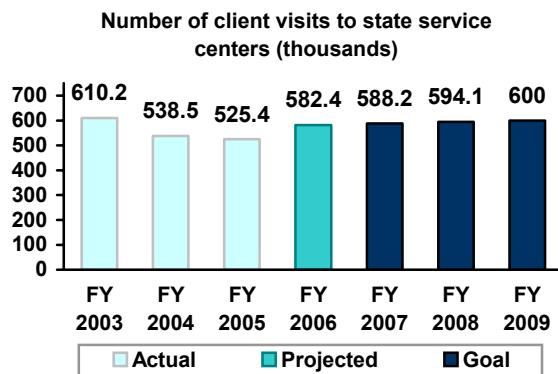
- ◆ To provide access to services needed by low-income individuals and families through 580,000+ client visits annually from FY2007-FY2009
- ◆ To achieve a client satisfaction level of 95% or above for all clients using state service centers by FY2008

STRATEGIC INITIATIVES / ACTIVITIES:

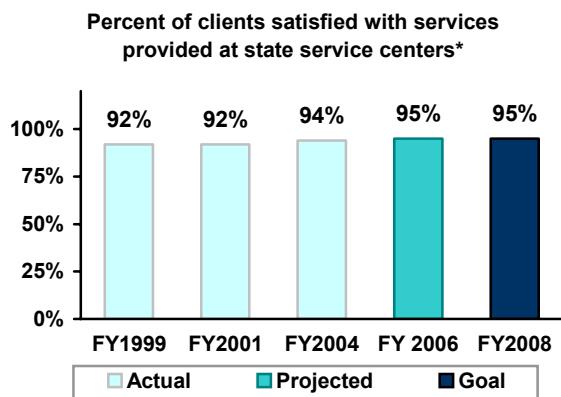
- ◆ Determine services that constitute the baseline, or core group, of services to be provided at each state service center
- ◆ Use the capabilities of Delaware Helpline and relevant Internet sites to identify unmet needs
- ◆ Develop partnerships and resources that address causes and/or conditions of poverty for specific low-income populations

PERFORMANCE MEASURES:

- ◆ Number of client visits to state service centers



- ◆ Percent of clients satisfied



*Note: The client satisfaction survey is conducted bi-annually

MONITORING / EVALUATION PLAN:

- ◆ Annual report of core services delivered at each state service center
- ◆ Quarterly statistics of client visits to state service centers
- ◆ Bi-annual client satisfaction surveys

Program Manager: Gloria Upshur, 255-9989

Division of State Service Centers



Crisis alleviation and supportive services to meet client needs

ISSUE STATEMENT:

Low-income families are very vulnerable to unexpected events and circumstances that compromise their ability to maintain their self-sufficiency. Often, support in times of crisis or in one area of family life will ensure that families preserve their independence.

GOAL:

- ◆ Effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware

KEY OBJECTIVES:

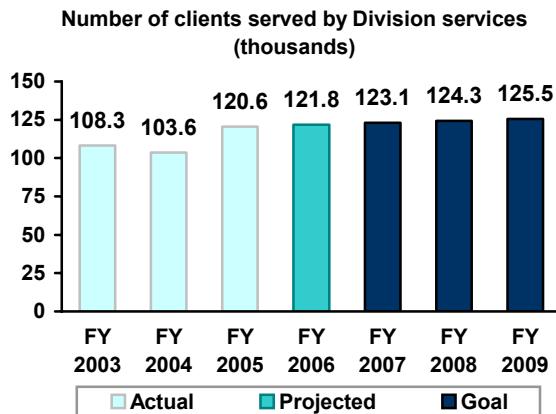
- ◆ To serve 125,000 clients through Division services by FY2009
- ◆ To provide emergency food at state service center and community-based food distribution sites through 45,000 household visits annually by FY2009
- ◆ To provide customer service "plus" training to 50% of DSSC front-line staff by FY2009

STRATEGIC INITIATIVES / ACTIVITIES:

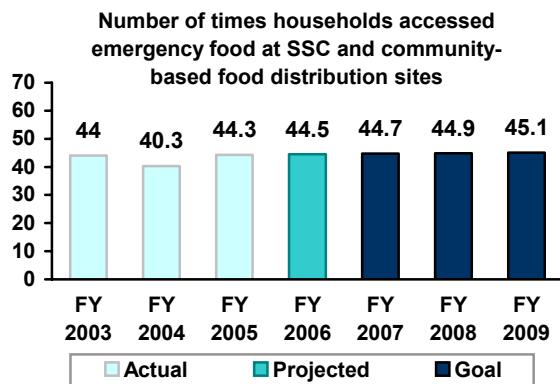
- ◆ Reduce the impacts of poverty by providing crisis alleviation, when needed, including assistance with food, rent, housing, medical needs, and energy costs
- ◆ Address gaps in traditional services through assistance such as family visitation, adopt-a-family, prescription pick-up, weatherization, and others
- ◆ Provide appropriate support for Latino populations, temporarily homeless individuals and families, and the unique needs of volunteers

PERFORMANCE MEASURES:

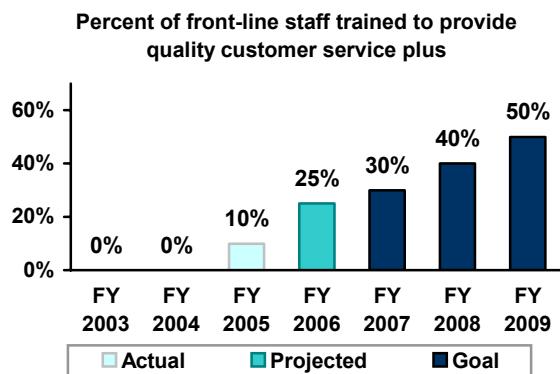
- ◆ Number of clients served by Division services



- ◆ Number of times households accessed emergency food at state service center and community-based food distribution sites



- ◆ Percent of front-line staff trained to provide quality customer service



MONITORING / EVALUATION PLAN:

- ◆ Quarterly analysis of program and financial reports
- ◆ Annual review of staff training completed

Program Manager: Gloria Upshur, 255-9989

Division of State Service Centers



Support of potential volunteers through an effective “toolkit” of volunteer resources

ISSUE STATEMENT:

The State Office of Volunteerism (SOV) epitomizes the ability to “give back” to the community. SOV assists individuals and organizations with opportunities to do so, tracks volunteer activity, and administers national service and volunteer programs.

GOAL:

- ◆ Effectively promote high quality service to the State Office of Volunteerism's customers through communication, information-sharing, the identification and creation of volunteer opportunities, and customer satisfaction feedback

KEY OBJECTIVES:

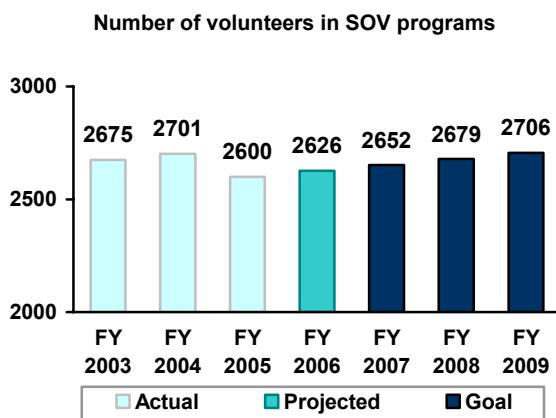
- ◆ To achieve a level of 2700 volunteers participating in SOV programs by FY2009
- ◆ To achieve a level of 650,000 volunteer hours contributed through SOV programs by FY2009
- ◆ To increase participation in the Foster Grandparents program to 334 by FY2009
- ◆ To increase the participation of males in the Foster Grandparents program to 21 by FY2009

STRATEGIC INITIATIVES / ACTIVITIES:

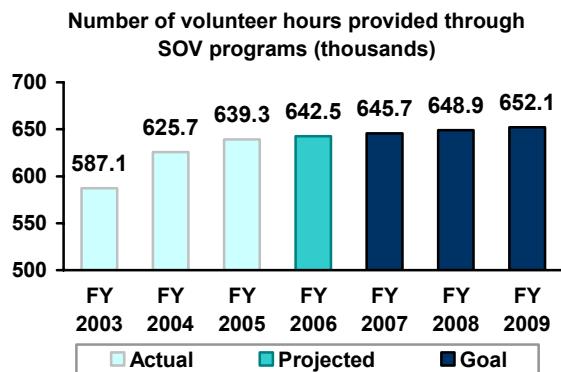
- ◆ Conduct a baseline survey of community-based organization and non-profit volunteers, volunteer hours, and volunteer service type
- ◆ Conduct information sessions to promote the availability and societal rewards of volunteerism

PERFORMANCE MEASURES:

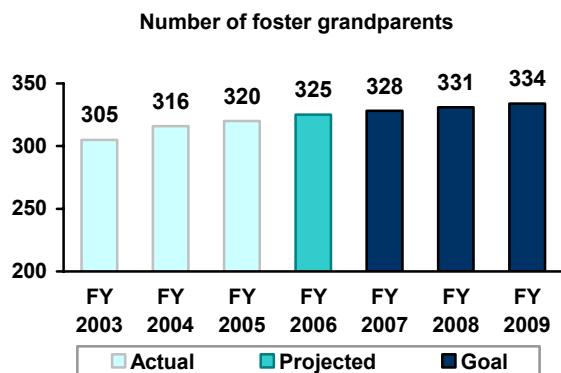
- ◆ Number of volunteers in SOV programs



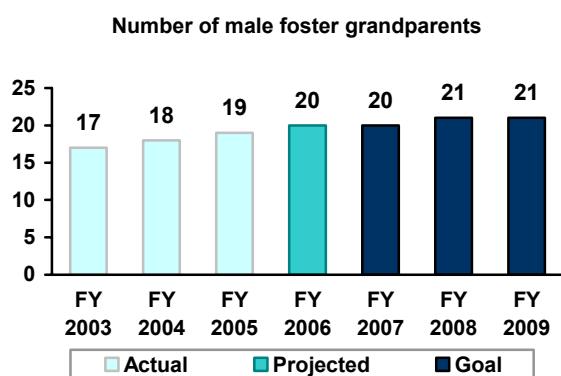
- ◆ Number of volunteer hours provided through SOV programs



- ◆ Number of foster grandparents



- ◆ Number of male foster grandparents



MONITORING / EVALUATION PLAN:

- ◆ Annual report of national service and volunteerism

Program Manager: Gloria Upshur, 255-9989

Division of State Service Centers



Dissemination of state service center information

ISSUE STATEMENT:

In order for those in need of health and human services to access programs and services to meet their needs, information regarding those services must be easily accessible. With the growing use of the Internet, increasing numbers of people seek information of all kinds through technological means. The Division seeks to disseminate information as widely as possible through effective technological, as well as traditional, means.

GOAL:

- ◆ Increase access to information regarding services via effective communication networks and increased technological capacity

KEY OBJECTIVES:

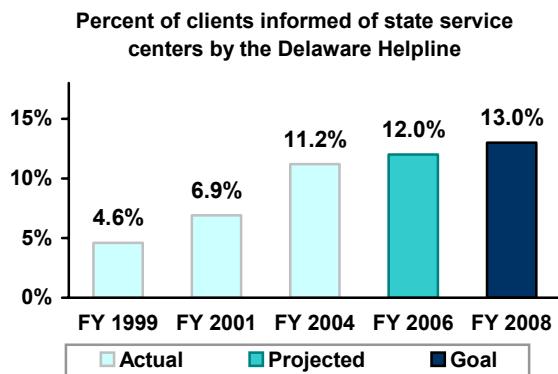
- ◆ To increase the percentage of clients who were informed of state service centers through the Delaware Helpline to 13% of all clients visiting state service centers by FY2008
- ◆ To increase the percentage of clients who were informed of state service centers through social service agencies to 32% of all clients visiting state service centers by FY2008

STRATEGIC INITIATIVES / ACTIVITIES:

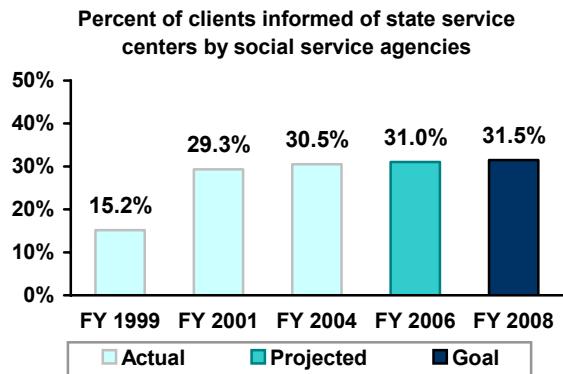
- ◆ Improve DSSC website in compliance with evolving Department and state guidelines
- ◆ Monitor the use of Division webpages
- ◆ Release the *Directory of Human Services in Delaware* on-line by FY2008
- ◆ Increase the number of venues for sharing information about state service centers and other human service providers in Delaware

PERFORMANCE MEASURES:

- ◆ Percent of clients informed of state service centers through the Delaware Helpline



- ◆ Percent of clients informed of state service centers by social service agencies



MONITORING / EVALUATION PLAN:

- ◆ Bi-annual client satisfaction surveys
- ◆ Quarterly monitoring of hits to Division web pages

Program Manager: Gloria Upshur, 255-9989